

# PRIVACY POLICY

## **Vital Pharma Limited**

Enterprise House, Harmire Enterprise Park

Barnard Castle, DL12 8XT

Company No.: 09422730

Email: [info@vitalpharmauk.com](mailto:info@vitalpharmauk.com)

Tel: 01833 696606

## **1. Introduction**

Vital Pharma Limited is committed to protecting personal data and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Policy explains how we collect, use, store and protect personal information obtained through our website, business communications and commercial relationships.

## **2. Scope of This Policy**

This policy applies to customers, suppliers, website visitors, business partners and any individual whose personal data we process during the course of our operations.

## **3. Information We Collect**

We may collect and process personal and business information including full name, job title, company name, billing and delivery address, email address, telephone number, regulatory documentation, licensing information, IP address, browser data, website usage statistics, communication records and transaction history.

## **4. How We Use Personal Data**

We use personal data to respond to enquiries, open and manage trade accounts, process orders, fulfil contractual obligations, comply with pharmaceutical regulatory requirements, maintain business records, improve website functionality, provide customer support, manage complaints and perform internal audits.

## **5. Legal Basis For Processing**

We process personal data where it is necessary to perform a contract, comply with legal obligations, protect legitimate business interests, or where explicit consent has been provided.

## **6. Data Sharing and Third Parties**

We may share personal data with regulatory authorities, logistics providers, IT service providers, payment processors, professional advisers and auditors where necessary. We ensure all third parties follow appropriate data protection standards.

## **7. International Data Transfers**

Where data is transferred outside the UK or EEA, appropriate safeguards such as standard contractual clauses are implemented to ensure data protection compliance.

## **8. Data Security Measures**

We implement organisational, physical and technical security measures including access controls, secure servers, password protection and restricted data access to protect personal information.

**9. Data Retention**

Personal data is retained only for as long as necessary to fulfil regulatory, contractual and legal requirements including MHRA and accounting obligations.

**10. Individual Rights**

Individuals have the right to access personal data, request corrections, request erasure, restrict processing, object to processing, request data portability and withdraw consent where applicable.

**11. Complaints**

If you have concerns about how your data is handled, you may contact us directly or lodge a complaint with the UK Information Commissioner's Office (ICO).

**12. Contact Information**

For privacy-related enquiries please contact [info@vitalpharmauk.com](mailto:info@vitalpharmauk.com).